Poor Quality of Telecom Services in Gujarat

5420. SHRI RAJUBHAI A. PARMAR: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Government are aware of the poor quality of essential services available in posts and telecommunications sector in Gujarat;

(b) whether it is a fact that the quality of services there needs improvements; and

(c) if so, the directions given in that regard to the Posts and Telecommunications/Department, Gujarat Circle in Ahmedabad?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) Postal Services in Gujarat State are satisfactory. The Essential services available in telecom sector in Gujarat are not of poor quality.

(b) and (c) For improvement in quality of services in Gujarat State, the following steps have been taken.

POSTAL SERVICES :

(i) 16 new post offices have been opened during 1-4-93 to 31-3—95;

(ii) All the villages with population of 500 and above have been provided with the facility of mail collection by providing letter boxes;

(iii) 31 Post Offices have been provided with suitable departmental accommodation during 1-4-93 to 31.3.95;

(iv) An 'Extension Export Window' attached to Foreign Post Bombay has been opened in Surat with effect from 2.4.94 for booking of foreign parcels;

(v) 141 Personnel-commputer-based machines have been provided in 58 post offices in Gujarat Circle for improved counter services;

(vi) For improved transmission of mail, Rajdhani Channel has been introduced between New Delhi and Ahmedabad among other things;

(vii) For improving the quality of local mail service, green letter boxes meant for local letters have been installed in the major cities;

(viii) Quality of service is constantly monitored and remedial measures, as found necessary, are taken.

TELECOMMUNICATION SERVICES

Imporvement of services is a continuous process by way of adding new exchanges|services where these are not already provided and by upgrading the existing services through annual|Five Year Plans.

Shortage of Postal Stationery in P&T Department

5421. DR. B. B. DUTTA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the P&T Department is experiencing shortages of postal stationery;

(b) if so, the magnititude of the shortage.

Government to remove the shortage of postal stationery, and

(d) what steps have been taken by Government to remove the shortage of postal stationery; and

(e) whether there is a proposal to involve private sector for supply of postal stationery?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) Yes, Sir.

(b) Shortage is approximately 36 per cent of the requirement.

(c) (i) Increase in demand as reflected